Core Availability Rate
Information Technology

LouieStat

KPI Owner: Chris Seidt **Process: Service Operation**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 99.9% Uptime **Goal: Services managed by MTS should be available greater than 99.9% of the scheduled uptime.** **Benchmark: 99.9%**	**Data Source:** SolarWinds **Goal Source: Industry Standard** **Benchmark Source: Industry Standard**	**Plan-Do-Check-Act Step 7: Standardize, and replicate validated solutions** **Measurement Method: Measured through the SolarWinds system which measures when services are unavailable against their scheduled uptime.** **Why Measure: To ensure availability of services provided.** **Next Improvement Step: TBD**

How Are We Doing?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
99.90%	**99.94%**		**99.90%**	**99.92%**	
Availablilty Rate	**Availablilty Rate**		**Availablilty Rate**	**Availablilty Rate**	

Core Availability Rate

Good
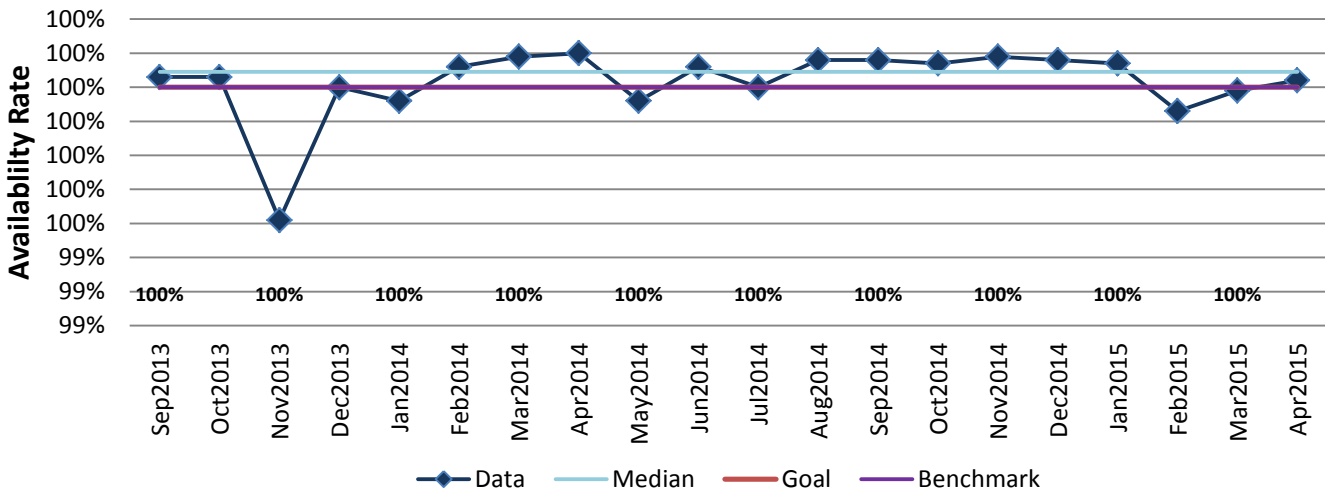
Root cause analysis is not necessary because there is no gap between the goal and current performance.

Monthly Measurement